Chapter 9 Critical-Thinking Activity

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I would handle this situation very delicately because you do not want to upset the customer so that you loose his business but at the same time you want to establish that the relationship between the two of you can go not further than employee-customer. First I would inform my employer of the situation that is brewing between me and the customer so that if anything goes wrong he has my side of the story before things get too complicated. Then I would politely inform the customer that our relationship is business related and that I am uncomfortable about his line of questioning and would appreciate it if he would stop. If he fails to get the hint I would then go back to my boss and ask to be taken off his account and have it transferred to someone else, preferably male so that he does not hit on the other female employees.